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C A M M E
A W A R D S

CATEGORY GUIDE

The Chicagoland Apartment Association (CAA) is pleased to present the category guide for our 2022 Chicagoland Apartment Marketing and Management Excellence (CAMME) Awards. The CAMME Awards is an annual peer-judged awards program. Winners of the 2022 awards will be announced on Friday, April 29, 2022, during the awards ceremony to be held at the Chicago Downtown Marriott Magnificent Mile.

www.cammeawards.com

2022 CAMME AWARDS CATEGORY GUIDE

RULES & IMPORTANT ITEMS TO REVIEW BEFORE ENTERING

The Chicagoland Apartment Association (CAA) is pleased to present the category guide for our 2022 Chicagoland Apartment Marketing and Management Excellence (CAMME) Awards. The CAMME Awards is an annual peer-judged awards program. Winners of the 2022 awards will be announced on Friday, April 29, 2022, during the awards ceremony to be held at the Chicago Downtown Marriott Magnificent Mile.

Please read this entire guide thoroughly before entering.

2022 RULES FOR ENTRANTS

It is CRITICAL that entrants understand the following items prior to entering, as exceptions will not be made:

- **ENTRY (& ENTRY PARTNER) FEES ARE NON-REFUNDABLE AT ANY POINT, FOR ANY REASON, AFTER THE APPLICATION (ENTRY FORM) HAS BEEN SUBMITTED - NO EXCEPTIONS**

As such, a reminder to double-check the following:

- The definition(s) of the category you plan to enter (including the building type, if applicable)
 - All the materials that are required to be compiled and submitted for the category you plan to enter
 - That you have access to and can provide the information and materials required for judging for the category you plan to enter
 - The criteria that your materials will be judged against for the category you plan to enter (the bullet points listed under the “JUDGING CRITERIA FOR THIS CATEGORY” heading)
 - The deadline for submission of materials
 - The way the category you plan to enter is judged (property excellence categories are the only categories that will be judged on-site/at the property)
- If you plan to enter Assistant to Property Manager, Chief Engineer/Maintenance Supervisor, Leasing Manager, Leasing Professional or Onsite Manager:
 - You will need access to a webcam or smart phone camera secured in a quiet location
 - You need to make sure you are available from 8:00 a.m. – 5:00 p.m. with access to said equipment the date the category you plan to enter is judged (**alternate/make-up dates will not be offered**)
 - **ENTRANTS WHO DO NOT SUBMIT THEIR MATERIALS BY THE MATERIAL SUBMISSION DEADLINE *WILL BE DISQUALIFIED*-NO EXCEPTIONS**
 - Unless otherwise indicated, materials the entrant provides (including any reports requested) should be for the time period of January 2020 – December 2021.
 - It is the responsibility of the person entering a category to read & review all rules/information for the category they enter, even if they are not the one responsible for providing the materials for said entry, **PRIOR TO ENTERING**
 - If you want to enter a person or property into one of the categories that is split up based on up to four different pre-defined building types (affordable, low-rise/garden, mid-rise/hi-rise & vintage):
 - But your property falls into more than one of those pre-defined types (i.e. both vintage and mid-rise/hi-rise), **you must select the one type** that best reflects your property (or the one your property would be most competitive in).

- Once you select the pre-defined building type your property (or person from your property) will be competing under, the property/any person attached to the property, may only compete under that one pre-defined building type.
- **RULE(S) FOR “PEOPLE” CATEGORIES:**
 - If you are looking to enter (or enter someone) into the Assistant to Property Manager, Chief Engineer/Maintenance Supervisor, Leasing Professional, Leasing Manager, Maintenance Professional, or On-Site Manager category **AND** you work on multiple properties, you may only provide the data points related to one of your sites when it comes to compiling your materials for your entry
- **GUIDELINES FOR SUBMITTING YOUTUBE VIDEOS (WHERE APPLICABLE):**
 - We recommend you **shoot your video in landscape mode (if you hold your phone/camera horizontally), NOT portrait mode (if you hold your phone/camera vertically)**, as it will capture so much more of your entry for judges
 - The entrant is responsible for editing their YouTube video, and **ALL VIDEOS MUST BE CREATED & EDITED BY THE ENTERING COMPANY’S STAFF (NOT OUTSOURCED TO A PROFESSIONAL COMPANY)**
- **RULES FOR SUBMITTING PHOTOS:**
 - Any logos, other than that of the entering property/company, should not be visible in any of the photos
 - Entrants in each category must submit 2 photos (except for the renovation categories, which require 2 “before” and 2 “after” photos, for a total of 4) to be used in the video presentation announcing the winners
 - All photos that are submitted must be a minimum size of 300K; preferably larger
 - All photos that are submitted must be submitted in .jpg or .jpeg formats
 - The entrant should be professionally dressed, and the **ONLY** person that is shown in the photos submitted for the following categories:
 - Assistant to the Property Manager
 - Chief Engineer/Maintenance Supervisor
 - Concierge Professional
 - Door Staff Professional
 - Leasing Manager
 - Leasing Professional
 - Maintenance Professional
 - On-Site Manager
 - Rookie Associate Professional
 - Rookie Property Professional
 - All photos must be in color (no black & white photos)
 - Photo collages are **NOT** allowed
 - Review all photos prior to submitting (with your property manager and perhaps your marketing director if your company has one) and ensure they comply with rules and your company policies.

JUDGING DATES

This year the CAMME Awards will be judged between February 14, 2022 – February 25, 2022. The only categories that will be judged on a specific date within those two weeks are those outlined below.

- Leasing Professionals Low-Rise/Garden & Vintage: Tuesday, February 15, 2022
- Leasing Professionals Mid-Rise/Hi-Rise: Wednesday, February 16, 2022
- Leasing Managers (all building types): Thursday, February 17, 2022
- Chief Engineers/Maintenance Supervisors (all building types): Thursday, February 17, 2022
- On-Site Managers (all building types): Tuesday, February 22, 2022
- Assistant to Property Managers Low-Rise/Garden: Wednesday, February 23, 2022
- Assistant to Property Managers Mid-Rise/Hi-Rise: Thursday, February 24, 2022

TYPES OF JUDGING

CAMME Awards entries will be judged in one of three ways. The way each category is judged is outlined on that category's page within the Category Guide; next to "Method of Judging".

ONLINE JUDGING: Most of the categories will be judged online (via OpenWater software). Entrants will not be contacted by any judges if they enter the categories that are judged online.

ON-SITE JUDGING: Property Excellence categories will be judged on-site. Judges, once assigned & notified of their assignments, will be told to contact the entered properties to set up an appointment date/time within the two judging weeks.

ONLINE INTERVIEW: Assistant to Property Manager, Chief Engineer/Maintenance Supervisor, Leasing Manager, Leasing Professional & On-Site Manager categories will all be judged by VIRTUAL INTERVIEW (using a webcam or smart phone camera) using Zoom. Entrants will need access to a quiet room and a reliable internet connection. The times that interviews will be offered will vary based on the number of entrants but will be between 8:00 a.m. – 5:00 p.m. MAKE-UP DAYS/TIMES WILL NOT BE OFFERED, so be sure that the entrant has availability the day this category is judged prior to entering.

DEADLINE FOR SUBMITTING ALL MATERIALS FOR ALL CATEGORIES

The deadline date for uploading all materials for all entries into OpenWater is Friday, January 14, 2022. No extensions will be given, nor exceptions made, under any circumstances, to this deadline date.

HOW TO ENTER

Via a link to the awards program software named OpenWater. That link will be posted on the CAMME Awards web page www.cammeawards.com as soon as it becomes available.

Additionally, please note that:

- The person who creates and submits an entry form is the only one that can upload/submit the materials for the entry, using the login credentials they will create for our awards program software OpenWater. Information on this will be available on the CAMME Awards page of the CAA website (www.cammewards.com) where application/entry form details are posted.

2022 CAMME AWARDS DEFINITIONS

BUILDING TYPE DEFINITIONS

VINTAGE: Any property built in or before 1968.

LOW-RISE/GARDEN: Any property with four (4) or fewer floors.

MID-RISE/HI-RISE: Any property with five (5) or more floors (starting at the ground level).

AFFORDABLE: Any property with 100% of units qualifying under the programs administered by a local regulatory agency such as HUD, IHDA or other public housing authorities. For example: project-based section 8, Housing Choice Voucher program and low-income tax credits.

ADDITIONAL DEFINITIONS

BUILD DATE: The build date refers to the date the building received its first certificate of occupancy. *(If your building was built in 2 phases, the date of the oldest building's certificate of occupancy is the date that you should use.)*

FINAL NOTES FOR ENTRANTS

This document is intended to provide an overview of key rules and guidelines for entrants but does not cover ALL aspects of the program. As such, CAA & the CAMME Committee Co-Chairs reserve the right to add/adjust any information in this document. Additionally, CAA has the authority to make any decisions regarding any matter concerning this program at any point in the cycle of the program.

The CAA is excited to produce this program once again and looks forward to having your participation. Should you have any questions at any point, please check the CAMME Awards page of the CAA website (www.cammeawards.com), or contact CAA staff members Andrea Brady or Maria Ragusa, contact details are available below.

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***= JUDGED VIA VIRTUAL INTERVIEW (USING WEBCAM OR SMARTPHONE CAMERA) USING ZOOM**

**** = JUDGED ONLINE IN OPENWATER SOFTWARE (JUDGES WILL NOT CONTACT ENTRANTS)**

*****= JUDGED ONSITE AT THE PROPERTY (ONCE ASSIGNED, JUDGES WILL BE TASKED WITH CONTACTING THE PROPERTY MANAGER TO SCHEDULE AN INTERVIEW TIME DURING THE JUDGING WEEKS)**

ASSISTANT TO PROPERTY MANAGER, LOW-RISE/GARDEN

This category is for **assistant managers that act as the main support role/"right-hand person" for the property manager**, and is **not intended for those assistant managers who strictly do bookkeeping**. The Assistant to Property Manager categories are split by building type.

BE SURE to review the building type definitions in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Wednesday, February 23, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). Explain your role in achieving those expectations.
 - Provide examples of how you assist your property manager with occupancy, collections, & office support, including ways you have overcome any obstacles within these areas.
 - Describe how your collection measures impact the property's bottom line, including average delinquency rate.
 - Share an example of your leadership in a time when your manager was absent.
 - Explain your role in the marketing program and your contribution to its effectiveness on increased traffic & occupancy, and retention.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. (This may include websites, apps, etc.) What do you believe the benefits of these programs are?
 - Share examples of creative and/or innovative ideas or processes that you have personally developed/implemented at your property and describe their impact.
 - Share any professional development programs you have participated in (including Fair Housing, continuing education, licenses, and designations).
 - Showcase how you reduced delinquency and managed rent deferment/payment plans during COVID-19.
 - Share creative examples of resident retention strategies to retain existing residents during COVID-19.
 - Share examples of your processes/policies of virtual and self-guided tours during COVID-19 and how you will do so in the future knowing these changes will be evergreen.

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Maintenance reports/schedules
- Effectiveness of marketing programs
- Occupancy challenges and resolution
- Resident retention programs
- Resident satisfaction programs
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Creativity & innovation of entrant's ideas & solutions to problems
- Expertise & professionalism of entrant

ASSISTANT TO PROPERTY MANAGER, MID-RISE/HI-RISE

This category is for **assistant managers that act as the main support role/"right-hand person" for the property manager**, and is **not intended for those assistant managers who strictly do bookkeeping**. The Assistant to Property Manager categories are split by building type.

BE SURE to review the building type definitions in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday , February 24, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). Explain your role in achieving those expectations.
 - Provide examples of how you assist your property manager with occupancy, collections, & office support, including ways you have overcome any obstacles within these areas.
 - Describe how your collection measures impact the property's bottom line, including average delinquency rate.
 - Share an example of your leadership in a time when your manager was absent.
 - Explain your role in the marketing program and your contribution to its effectiveness on increased traffic & occupancy, and retention.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. (This may include websites, apps, etc.) What do you believe the benefits of these programs are?
 - Share examples of creative and/or innovative ideas or processes that you have personally developed/implemented at your property and describe their impact.
 - Share any professional development programs you have participated in (including Fair Housing, continuing education, licenses, and designations).
 - Showcase how you reduced delinquency and managed rent deferment/payment plans during COVID-19.
 - Share creative examples of resident retention strategies to retain existing residents during COVID-19.
 - Share examples of your processes/policies of virtual and self-guided tours during COVID-19 and how you will do so in the future knowing these changes will be evergreen.

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Maintenance reports/schedules
- Effectiveness of marketing programs
- Occupancy challenges and resolution
- Resident retention programs
- Resident satisfaction programs
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Creativity & innovation of entrant's ideas & solutions to problems
- Expertise & professionalism of entrant

ASSOCIATE PARTNER OF THE YEAR

This category is for **CAA associate member companies who have paid their 2021 CAA membership dues (and were paid CAA members in 2020)** and covers the time period of **January 2020-December 2021**.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entering associate member company's team (employees), dressed professionally.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Describe the relationship your company has with its customers, and what sets it apart in this regard.
 - Share what you think makes your company the best candidate for this award.
 - Provide the detail of the financial contributions your company made to CAA outside of your annual membership dues (i.e., event attendance, sponsorships, Political Action Committee (PAC) donations, etc.).
 - Describe how your company contributed to CAA outside of your financial involvement and provide detail to back it up (i.e., volunteered at events, who participated in what committees, etc.).
 - Provide a minimum of 4 reference letters: 1 from one of your company's employees, and 3 from management company customers who are members of CAA.
 - Additionally, the PDF must include a minimum of 2 photos of your employees at CAA events (the other pictures requested will be used for the awards dinner presentation *only*).

JUDGING CRITERIA FOR THIS CATEGORY

- Level of involvement in CAA
- Reference letters
- Level of outstanding service provides to customers

CHIEF ENGINEER/MAINTENANCE SUPERVISOR, AFFORDABLE

The Chief Engineer/Maintenance Supervisor categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 24, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). How do you manage to meet those budget expectations?
 - Describe how you assist your property manager and building overall. (Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.)
 - Describe your role in resident satisfaction and provide any reporting you have on it (*resident satisfaction*).
 - Define & describe the qualities that make you a good leader.
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes). Include your timeframes, as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/unit turns/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe the steps you take (processes you have in place) to train your staff and develop their professionalism (including Fair Housing, continuing education, licenses, and designations). Note any team member promotions you have been a part of under your leadership.
 - Describe the schedule have you established for your team members for their daily tasks. Identify how tasks are delegated to them and any systems used to streamline the process (i.e., are they delegated routinely, tracked manually, online or in an app).
 - Identify your role in the capital planning, bidding process, and execution of capital projects (i.e. landscaping, building renovations, mechanical replacements, elevator modernizations, etc.).
 - Explain your vendor scheduling process and involvement with insurance tracking compliance (i.e. RMIS, Compliance Depot, etc.).
 - Provide detailed examples of maintenance expenses saving strategies you implemented during the COVID-19 pandemic.
 - Showcase how you adapted your daily operations to conform with CDC recommended health/safety protocols i.e. staffing, PPE, work orders, etc.
 - Share how you handled staffing requirements and overtimes during the COVID-19 pandemic.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including maintenance, management, etc. (& regional manager if applicable)
- Knowledge & maintenance of equipment and building systems
- Process of apartment preparation
- Impact on resident satisfaction surveys and retention
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Ability to demonstrate leadership
- Creativity & innovation of entrant's ideas & solutions to problems

CHIEF ENGINEER/MAINTENANCE SUPERVISOR, LOW-RISE/GARDEN

The Chief Engineer/Maintenance Supervisor categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). How do you manage to meet those budget expectations?
 - Describe how you assist your property manager and building overall. (Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.)
 - Describe your role in resident satisfaction and provide any reporting you have on it (*resident satisfaction*).
 - Define & describe the qualities that make you a good leader.
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes). Include your timeframes, as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/unit turns/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe the steps you take (processes you have in place) to train your staff and develop their professionalism (including Fair Housing, continuing education, licenses, and designations). Note any team member promotions you have been a part of under your leadership.
 - Describe the schedule have you established for your team members for their daily tasks. Identify how tasks are delegated to them and any systems used to streamline the process (i.e. are they delegated routinely, tracked manually, online or in an app).
 - Identify your role in the capital planning, bidding process, and execution of capital projects (i.e. landscaping, building renovations, mechanical replacements, elevator modernizations, etc.).
 - Explain your vendor scheduling process and involvement with insurance tracking compliance (i.e. RMIS, Compliance Depot, etc.).
 - Provide detailed examples of maintenance expenses saving strategies you implemented during the COVID-19 pandemic.
 - Showcase how you adapted your daily operations to conform with CDC recommended health/safety protocols i.e. staffing, PPE, work orders, etc.
 - Share how you handled staffing requirements and overtimes during the COVID-19 pandemic.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including maintenance, management, etc. (& regional manager if applicable)
- Knowledge & maintenance of equipment and building systems
- Process of apartment preparation
- Impact on resident satisfaction surveys and retention
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Ability to demonstrate leadership
- Creativity & innovation of entrant's ideas & solutions to problems

CHIEF ENGINEER/MAINTENANCE SUPERVISOR, MID-RISE/HI-RISE

The Chief Engineer/Maintenance Supervisor categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). How do you manage to meet those budget expectations?
 - Describe how you assist your property manager and building overall. (Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.)
 - Describe your role in resident satisfaction and provide any reporting you have on it (*resident satisfaction*).
 - Define & describe the qualities that make you a good leader.
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes). Include your timeframes, as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/unit turns/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe the steps you take (processes you have in place) to train your staff and develop their professionalism (including Fair Housing, continuing education, licenses, and designations). Note any team member promotions you have been a part of under your leadership.
 - Describe the schedule have you established for your team members for their daily tasks. Identify how tasks are delegated to them and any systems used to streamline the process (i.e. are they delegated routinely, tracked manually, online or in an app).
 - Identify your role in the capital planning, bidding process, and execution of capital projects (i.e. landscaping, building renovations, mechanical replacements, elevator modernizations, etc.).
 - Explain your vendor scheduling process and involvement with insurance tracking compliance (i.e. RMIS, Compliance Depot, etc.).
 - Provide detailed examples of maintenance expenses saving strategies you implemented during the COVID-19 pandemic.
 - Showcase how you adapted your daily operations to conform with CDC recommended health/safety protocols i.e. staffing, PPE, work orders, etc.
 - Share how you handled staffing requirements and overtimes during the COVID-19 pandemic.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including maintenance, management, etc. (& regional manager if applicable)
- Knowledge & maintenance of equipment and building systems
- Process of apartment preparation
- Impact on resident satisfaction surveys and retention
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Ability to demonstrate leadership
- Creativity & innovation of entrant's ideas & solutions to problems

CHIEF ENGINEER/MAINTENANCE SUPERVISOR, VINTAGE

The Chief Engineer/Maintenance Supervisor categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, February 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your role in helping the property manager prepare/develop the budget (based on ownership goals). How do you manage to meet those budget expectations?
 - Describe how you assist your property manager and building overall. (Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.)
 - Describe your role in resident satisfaction and provide any reporting you have on it (*resident satisfaction*).
 - Define & describe the qualities that make you a good leader.
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes). Include your timeframes, as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/unit turns/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe the steps you take (processes you have in place) to train your staff and develop their professionalism (including Fair Housing, continuing education, licenses, and designations). Note any team member promotions you have been a part of under your leadership.
 - Describe the schedule have you established for your team members for their daily tasks. Identify how tasks are delegated to them and any systems used to streamline the process (i.e. are they delegated routinely, tracked manually, online or in an app).
 - Identify your role in the capital planning, bidding process, and execution of capital projects (i.e. landscaping, building renovations, mechanical replacements, elevator modernizations, etc.).
 - Explain your vendor scheduling process and involvement with insurance tracking compliance (i.e. RMIS, Compliance Depot, etc.).
 - Provide detailed examples of maintenance expenses saving strategies you implemented during the COVID-19 pandemic.
 - Showcase how you adapted your daily operations to conform with CDC recommended health/safety protocols i.e. staffing, PPE, work orders, etc.
 - Share how you handled staffing requirements and overtimes during the COVID-19 pandemic.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including maintenance, management, etc. (& regional manager if applicable)
- Knowledge & maintenance of equipment and building systems
- Process of apartment preparation
- Impact on resident satisfaction surveys and retention
- Training/education programs, including Fair Housing, continuing education, licenses, and designations
- Ability to demonstrate leadership
- Creativity & innovation of entrant's ideas & solutions to problems

COMMUNITY AMENITIES PACKAGE, LOW-RISE/GARDEN

This category is for **properties that have indoor and/or outdoor amenities that are available for resident use. Retail space is not applicable.** Amenity examples include: fitness centers, dog spas, pools, clubrooms, etc. Leasing centers/community leasing centers are not included in this category. If you're interested in entering your leasing center, there is a category specifically for that.

The Community Amenities Package categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on its community amenities package to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that the property could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS** that each feature one (**ONLY 1**) of your property's amenities.
- **1 PDF** that contains a narrative on your amenities, covers the subject matter of each of the judging criteria for this category, and includes what you think makes your amenities stand out from your competition.
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS)** that is between 7 to 10 minutes long, and that showcases your property's amenities.

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of amenities
- Appeal to property's market
- Overall design

COMMUNITY AMENITIES PACKAGE, MID-RISE/HI-RISE

This category is for **properties that have indoor and/or outdoor amenities that are available for resident use. Retail space is not applicable.** Amenity examples include: fitness centers, dog spas, pools, clubrooms, etc. Leasing centers/community leasing centers are not included in this category. If you're interested in entering your leasing center, there is a category specifically for that.

The Community Amenities Package categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on its community amenities package to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that the property could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS that each feature one (ONLY 1) of your property's amenities.**
- **1 PDF that contains a narrative on your amenities, covers the subject matter of each of the judging criteria for this category, and includes what you think makes your amenities stand out from your competition.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 7 to 10 minutes long, and that showcases your property's amenities.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of amenities
- Appeal to property's market
- Overall design

COMMUNITY LEASING CENTER

This category is only for properties with spaces **solely devoted to staff leasing apartments** (not clubhouses or other common areas).

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on its community leasing center to be an “entry partner” (for an additional fee). A couple examples of supplier/vendor companies that the property could invite to be their entry partner include furniture rental companies and interior design firms.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS that feature your property's leasing center**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 4 to 7 minutes long, and that showcases your property's leasing center.**

JUDGING CRITERIA FOR THIS CATEGORY

- Appeal of the leasing center, including the entry area
- Professional atmosphere
- Creative use of space
- Functional layout

COMMUNITY SERVICE PROGRAM, CORPORATE

This category is for **management or supplier (vendor) companies** that have **conducted a program, initiative, or single event that: supported a philanthropy, was planned by the company's employees and the company's employees had to make a commitment of time and/or money.** Examples include volunteering at a Ronald McDonald House, putting together a group of employees to run for Team PAWS in the Chicago Marathon, serving meals at a local homeless shelter, sponsoring, and supporting a Wounded Warrior Project event, etc.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company or a supplier company may invite the philanthropy (charity) that they worked with (on a program, initiative, or single event) to be an “entry partner” (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS from your community service program (or event).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe the program (or event).
 - Why did you choose this program (or event)?
 - Describe how you executed this program (or event).
 - Explain what the outcome of this program/event was (i.e. \$ raised, number of participants, etc.). Be sure to include information on participation.
 - Within the PDF, provide any materials used to promote the program (i.e. event flyers, invitations, etc.), photos from the program (other ones are for the awards dinner only) and copies of any local press attention the events/program received (i.e. newspaper articles, etc.).
 - Finally, include up to 2 testimonials.

JUDGING CRITERIA FOR THIS CATEGORY

- Clarity of initiative/program/event concept
- Creativity of initiative/program/event concept
- Achievement of purpose of initiative/program/event concept
- Participation in initiative/program/event

COMMUNITY SERVICE PROGRAM, PROPERTY

This category is for **properties** that have **conducted a program, initiative, or single event that: supported a philanthropy was planned by the property staff and where the property staff and/or residents had to make a commitment of time and/or money.** Examples include partnering with a food bank on a food drive, collecting professional attire for Dress for Success, cleaning up/painting a local school, etc.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite the philanthropy (charity) that they worked with (on a program, initiative, or single event) to be an “entry partner” (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs from your community service program (or event).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe the program (or event).
 - Why did you choose this program (or event)?
 - Describe how you executed this program (or event).
 - Explain what the outcome of this program/event was (i.e. \$ raised, number of participants, etc.). Be sure to include information on participation.
 - Within the PDF, provide any materials used to promote the program (i.e. event flyers, invitations, etc.), photos from the program (other ones are for the awards dinner only) and copies of any local press attention the events/program received (i.e. newspaper articles, etc.).
 - Finally, include up to 2 testimonials.

JUDGING CRITERIA FOR THIS CATEGORY

- Clarity of initiative/program/event concept
- Creativity of initiative/program/event concept
- Achievement of purpose of initiative/program/event concept
- Participation in initiative/program/event

COMPREHENSIVE MARKETING PROGRAM, ASSOCIATE COMPANY

This category asks **associate (also often called vendor/supplier) companies** to provide & submit information on **4 or more pieces/samples from their company's (NOT one they are doing for a client property/management company) new, current, or ongoing marketing program**. Examples include apps, business collateral, email marketing campaigns, outdoor advertisements, public relations campaigns (done by the associate company, not done by outside PR firm or other outside company), websites, etc.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, an associate/supplier company may invite a company that worked with them on their comprehensive marketing program to be their “entry partner” (for an additional fee). A couple examples of potential entry partners include marketing firms and graphic designers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS** that each feature one (**ONLY 1**) of the pieces/items from your company’s marketing program.
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **20 pages or less**:
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome and any associated costs compared to budget.
 - Describe how COVID-19 has impacted your ability to market, and what creative/innovative ideas have you implemented to maintain or improve marketing efficiency.
 - Finally, within the PDF (as other pictures requested are for the awards dinner only), include screenshots/pictures/images/website addresses/etc. of the items you are entering.

JUDGING CRITERIA FOR THIS CATEGORY

- Program concept
- Content & creativity of program
- Graphic element design (images, illustrations, photos, graphics) across program
- Clarity & consistency of message across program
- Achievement of purpose of program
- Flexibility and innovation in light of the COVID-19 pandemic

COMPREHENSIVE MARKETING PROGRAM, CORPORATE

This category is for **management companies (& management companies only)** to provide & submit information on **4 or more pieces/samples from their new, current, or ongoing marketing program**. *If you are looking just to enter your website, this is not the category for you.* Additionally, please note that **this category is specifically for materials featuring the management company, not specific properties**. Examples include apps, business collateral, email marketing campaigns, outdoor advertisements, public relations campaigns <done by the management company, not done by an outside PR firm or other outside company>, websites, etc.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company may invite a supplier/vendor company that it collaborated with on its comprehensive marketing program to be their “entry partner” (for an additional fee). A couple examples of potential entry partners include marketing firms and graphic designers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS** that each feature one (**ONLY 1**) of the pieces/items from your company’s marketing program.
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **20 pages or less**:
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome and any associated costs compared to budget.
 - Describe how COVID-19 has impacted your ability to market, and what creative/innovative ideas have you implemented to maintain or improve marketing efficiency.
 - Finally, within the PDF (as other pictures requested are for the awards dinner only), include screenshots/pictures/images/website addresses/etc. of the items you are entering.

JUDGING CRITERIA FOR THIS CATEGORY

- Program concept
- Content & creativity of program
- Graphic element design (images, illustrations, photos, graphics) across program
- Clarity & consistency of message across program
- Achievement of purpose of program
- Flexibility and innovation in light of the COVID-19 pandemic

CONCIERGE PROFESSIONAL

This award is meant to recognize excellence for an **individual that spends over 50% of their time solely devoted to enhancing and customizing the resident experience through service provision, event planning, and/or customer greeting**. The existence of this person would be considered a value-add amenity and can be an in-house employee or a third-party employee.

Duties may include: “Go to” person for many resident requests such as: amenity reservations, package delivery, resident event planning, restaurants reservations, guest suite reservations, scheduling car service, plant care/pet walking when applicable, work order follow up calls, walk amenities throughout the day to “fluff”, etc.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 10 pages or less:**
 - Explain this Concierge Professional’s role, and what impact they make in assisting the management team.
 - What makes this Concierge Professional stand apart? How does this individual go above and beyond their job responsibilities/job description?
 - Provide a quote from the Concierge Professional’s answer to “Where do you feel your role is the most valuable and why?” and “What part of your role do you enjoy the most and why?”
 - Share any programs the Concierge Professional has implemented to ensure residents’ satisfaction, and how they have contributed to the success of your property.
 - Has this Concierge Professional been mentioned in ratings or reviews? Please provide an example(s).
 - Provide an example of how this role contributes to resident retention when it comes to renewals.
 - Explain how this Concierge Professional communicates with the residents.
 - Give examples of how this Concierge Professional contributed to the team responsibilities during COVID.
 - In the spirit of “going above and beyond,” give an example of:
 - A resident planned event that was particularly well received;
 - A resident issue/concern that the Concierge took ownership of and how they turned it around into a positive outcome;
 - An idea from the Concierge Professional that was implemented that decreased risk exposure or liability for the property and residents.

JUDGING CRITERIA FOR THIS CATEGORY

- Qualitative reports of resident satisfaction (resident satisfaction surveys, testimonials, online reviews)
- Examples of how Concierge work assisted management
- Examples of resident satisfaction programs/services implemented
- Examples of teamwork

CURB APPEAL, AFFORDABLE

Properties that enter this category **will be judged on BOTH** their **landscaping as well as their entrance/exterior signage**.

The curb appeal categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its curb appeal to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include landscaping companies, landscape architects, and signage companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's curb appeal.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall design of property/appeal of all components as they relate to each other
- Originality of features (such as fountains, architecture, hardscape structures, etc.)
- Coordination and appeal of exterior finishes
- Use of flowers, trees, shrubs & other plantings
- Entrance/exterior signage
- Property appears well maintained

CURB APPEAL, LOW-RISE/GARDEN

Properties that enter this category **will be judged on BOTH** their **landscaping as well as their entrance/exterior signage**.

The curb appeal categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its curb appeal to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include landscaping companies, landscape architects, and signage companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's curb appeal.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall design of property/appeal of all components as they relate to each other
- Originality of features (such as fountains, architecture, hardscape structures, etc.)
- Coordination and appeal of exterior finishes
- Use of flowers, trees, shrubs & other plantings
- Entrance/exterior signage
- Property appears well maintained

CURB APPEAL, MID-RISE/HI-RISE

Properties that enter this category **will be judged on BOTH** their **landscaping as well as their entrance/exterior signage**.

The curb appeal categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its curb appeal to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include landscaping companies, landscape architects, and signage companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's curb appeal.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall design of property/appeal of all components as they relate to each other
- Originality of features (such as fountains, architecture, hardscape structures, etc.)
- Coordination and appeal of exterior finishes
- Use of flowers, trees, shrubs & other plantings
- Entrance/exterior signage
- Property appears well maintained

CURB APPEAL, VINTAGE

Properties that enter this category **will be judged on BOTH** their **landscaping as well as their entrance/exterior signage**.

The curb appeal categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its curb appeal to be an "entry partner" (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include landscaping companies, landscape architects, and signage companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's curb appeal.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall design of property/appeal of all components as they relate to each other
- Originality of features (such as fountains, architecture, hardscape structures, etc.)
- Coordination and appeal of exterior finishes
- Use of flowers, trees, shrubs & other plantings
- Entrance/exterior signage
- Property appears well maintained

DOOR STAFF PROFESSIONAL

This award is meant to recognize excellence for an **individual that spends 100% of their time solely devoted to enhancing and customizing the resident experience through service provision and/or customer greeting**. The existence of this person would be considered a value-add amenity and can be an in-house employee or a third-party employee.

Duties may include: Greets all entrants to the property; opens doors; creates memorable experiences with their interactions; announces prospect tours to leasing team; hails cabs; enters work orders for residents; communicates deliveries, guest arrivals, etc.; manages bell carts; maintains the lobby area; monitors all cameras; completes incident reporting; and demonstrates COVID-responsible behavior, leads by example wearing proper PPE at all times.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 10 pages or less:**
 - Explain this Door Staff Professional's role, and what impact they make in assisting the management team.
 - What makes this individual stand apart? How do they go above and beyond their job responsibilities/job description?
 - Provide a quote from the Door Staff Professional's answer to "What do you enjoy most about your role?" and "How do you feel you personally make an impact as part of the community door staff team?"
 - Explain how the Door Staff Professional communicates with team members between shifts.
 - How does the Door Staff Professional handle resident complaints? Provide an example of a time they were challenged with a resident issue and how they overcame it.
 - Has this individual been mentioned in ratings or reviews? Please provide an example(s).
 - Provide an example of how the Door Staff Professional takes ownership of the lobby.
 - What is their greeting when someone arrives in the lobby? Provide examples.
 - Give examples of how this Door Staff Professional took responsibility during COVID.
 - In the spirit of "going above and beyond," give an example of:
 - A resident issue/concern that the Door Staff Professional took ownership of and how they turned it around into a positive outcome;
 - How the Door Staff Professional guarantees consistent quality service;
 - An idea from the Door Staff Professional that was implemented that decreased risk exposure or liability for the property and residents.

JUDGING CRITERIA FOR THIS CATEGORY

- Qualitative reports of resident satisfaction (resident satisfaction surveys, testimonials, online reviews)
- Examples of how the Door Staff Professional's work assisted management
- Examples of teamwork

INDIVIDUAL MARKETING/ADVERTISING PIECE, CORPORATE

This category asks **management companies (& only management companies)** to provide & submit information on 1 piece (or example) of their marketing/advertising. ONLY (1) PIECE should be covered per entry. Examples include: an app, business collateral piece, a piece from an email marketing campaign, outdoor advertisement, etc.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company may invite a supplier/vendor company that it collaborated with on its marketing/advertising piece to be an “entry partner” (for an additional fee). A few examples of supplier/vendor companies that a management company could invite to be their entry partner include marketing firms, graphic designers, and advertising agencies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs** that each feature one (**ONLY 1**) screenshot or image of your company’s entry (your piece, advertisement, etc.)
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **4 pages or less**:
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome and any associated costs compared to budget.
 - If COVID-19 had an impact on this specific marketing piece, describe how you pivoted to ensure success.
 - If (and only if) you are entering an app, detail the instructions on how to download and get into the app (so that judges can check it out). Please include login credentials if needed.
 - Within the PDF (as other pictures requested are for the awards dinner only), include a screenshot/picture/image of the item you're entering, as well as the website address (if applicable/you're entering an app, for example).

JUDGING CRITERIA FOR THIS CATEGORY

- Concept of piece
- Content, creativity and design layout of piece
- Graphic element design (images, illustrations, photos, graphics) of piece
- Clarity & consistency of message of piece
- Achievement of purpose of piece
- Flexibility and innovation in light of the COVID-19 pandemic

INDIVIDUAL MARKETING/ADVERTISING PIECE, PROPERTY

This category asks **properties** to provide & submit information on **1 piece (or example) of their marketing/advertising**. (This category is not for property or company specific websites, which have their own separate categories.) **ONLY (1) ONE PIECE for a SINGLE PROPERTY** should be covered per entry. Examples include: an app, business collateral piece, a piece from an email marketing campaign, outdoor advertisement, etc.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its marketing/advertising piece to be an “entry partner” (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include marketing firms, graphic designers, and advertising agencies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs** that each feature one (**ONLY 1**) screenshot or image of your property’s entry (your piece, advertisement, etc.)
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **4 pages or less**:
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome and any associated costs compared to budget.
 - If COVID-19 had an impact on this specific marketing piece, describe how you pivoted to ensure success.
 - If (and only if) you are entering an app, detail the instructions on how to download and get into the app (so that judges can check it out). Please include login credentials if needed.
 - Within the PDF (as other pictures requested are for the awards dinner only), include a screenshot/picture/image of the item you're entering, as well as the website address (if applicable/you're entering an app, for example).

JUDGING CRITERIA FOR THIS CATEGORY

- Concept of piece
- Content, creativity and design layout of piece
- Graphic element design (images, illustrations, photos, graphics) of piece
- Clarity & consistency of message of piece
- Achievement of purpose of piece
- Flexibility and innovation in light of the COVID-19 pandemic

INNOVATIVE BUILDING DESIGN

This category is only for **buildings that have received their certificate of occupancy within the last 3 years**. Examples of innovative design could involve (or include): technological or building systems, a sustainable initiative, and/or an interesting design combining form & function.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on the design of the building to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, development firms, construction companies, and engineering firms.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property’s exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Describe in detail how your property demonstrates innovation in sustainability. Ideas include LEED Certification, NAHB Green Building Program Certification, mechanical, design, materials, energy consumption, electrical, plumbing, finishes, features, landscaping, etc.
 - Describe in detail how your property demonstrates innovation in architecture (describe how both the interior AND exterior architecture contribute to the property’s innovative design). Ideas include flow/functionality of space, finishes, design, structure, etc.
 - Describe in detail how your property demonstrates innovation in technology. Ideas include mechanical, electrical, plumbing, etc.
 - Describe in detail how your property demonstrates innovation in amenities. Ideas include yoga rooms, green walls, and/or innovative approaches to common amenities such as rooftops or computer lounges, etc.
 - Describe in detail how your property demonstrates innovation of sustainability as a site (overall). This is where you can describe the “story of your site” and why it was built that way. For example, the building’s position on the lot, manmade vs. natural elements, engineering, etc. Be sure to include any ratings and data points relevant to the overall property’s innovative design, as well as any awards or accreditations.

JUDGING CRITERIA FOR THIS CATEGORY

- Sustainability of property
- Innovation of property’s technology (use of technology as part of overall innovative design)
- Innovation of property’s interior & exterior architecture
- Innovation of property’s amenities
- Innovation of property as a whole (overall)

INNOVATIVE MARKETING, CORPORATE

This category is for those **management companies or associate (vendor) companies** that **have introduced a new marketing idea/technology, strategy, or tactical campaign** to the Illinois multifamily housing market **within the last year**. The marketing effort should be both original and creative, and have demonstrable, measurable results.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company or supplier company may invite a supplier/vendor company that it collaborated with on its innovative marketing idea/technology/strategy/tactical campaign to be an “entry partner” (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Any time during this year’s judging weeks. Entrants will not be contacted by judges, as all judging will be done online.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs** that “encapsulate the idea” or “tell the story” of your innovative entry.
- **A YouTube video (CREATED & EDITED BY ENTERING COMPANY’S STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS)** that is between **3 to 5 minutes** long, and that demonstrates this new marketing idea or method and explains why the entering company undertook this new program. **THE DEMONSTRATION MUST BE PERFORMED BY A MEMBER OF THE ENTERING COMPANY’S STAFF.**
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **10 pages or less**:
 - Describe this new marketing effort, including reason for implementation and any associated costs compared to budget.
 - What makes it innovative?
 - What did you hope to accomplish with this program?
 - Where is it being implemented & what are the target resident demographics for that building or market?
 - What measurements were put in place to determine if the outcome was successful?
 - Based on the goals you established, did it achieve its purpose? Or what did you learn from the experience?
 - How has COVID-19 impacted your ability to market? What creative/innovative ideas have you implemented to maintain or improve marketing efficiency?
 - Additionally, include any photos/screenshots, etc., that “encapsulate the idea” or “tell the story” of your innovative entry (the other pictures requested are for the awards dinner only).

JUDGING CRITERIA FOR THIS CATEGORY

- Originality of the idea/technology implemented
- Overall creativity
- Achievement of purpose based on company’s established goals
- Flexibility and innovation in light of the COVID-19 pandemic

LEASING MANAGER, LOW-RISE/GARDEN (BRAND NEW CATEGORY)

This category is **only for leasing managers**. The Leasing Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question, and then describe how you delegate & track them (the tasks).
 - Explain your role as a policy expert (financial verification of potential residents, market surveys, reviewing/auditing files, monitoring prospect trends, etc.).
 - Describe how you maintain your renewal program.
 - Describe how you assist with generating traffic to the building (social media presence, marketing, etc.).
 - Explain how you work with your property manager and assistant property manager to maintain the overall operation and effectiveness of the leasing office.
 - Explain how you have been planning the resident events in “normal” times (Pre-COVID), as well as during the COVID-19 pandemic.
 - Describe how you have adapted, as well as how you have helped your team adapt, to the COVID-19 pandemic.
 - Describe how your leasing approach has changed with the onset of COVID-19. Include any tools you have implemented for your team’s processes as well as any ideas or creative strategies.

JUDGING CRITERIA FOR THIS CATEGORY

- Level of entrant’s policy expertise
- Market knowledge & awareness
- Resident retention & interaction
- Entrant’s impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant’s ideas and solutions to problems
- Expertise & professionalism of entrant

LEASING MANAGER, MID-RISE/HI-RISE (BRAND NEW CATEGORY)

This category is **only for leasing managers**. The Leasing Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question, and then describe how you delegate & track them (the tasks).
 - Explain your role as a policy expert (financial verification of potential residents, market surveys, reviewing/auditing files, monitoring prospect trends, etc.).
 - Describe how you maintain your renewal program.
 - Describe how you assist with generating traffic to the building (social media presence, marketing, etc.).
 - Explain how you work with your property manager and assistant property manager to maintain the overall operation and effectiveness of the leasing office.
 - Explain how you have been planning the resident events in “normal” times (Pre-COVID), as well as during the COVID-19 pandemic.
 - Describe how you have adapted, as well as how you have helped your team adapt, to the COVID-19 pandemic.
 - Describe how your leasing approach has changed with the onset of COVID-19. Include any tools you have implemented for your team’s processes as well as any ideas or creative strategies.

JUDGING CRITERIA FOR THIS CATEGORY

- Level of entrant’s policy expertise
- Market knowledge & awareness
- Resident retention & interaction
- Entrant’s impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant’s ideas and solutions to problems
- Expertise & professionalism of entrant

LEASING MANAGER, VINTAGE (BRAND NEW CATEGORY)

This category is **only for leasing managers**. The Leasing Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Thursday, February 17, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question, and then describe how you delegate & track them (the tasks).
 - Explain your role as a policy expert (financial verification of potential residents, market surveys, reviewing/auditing files, monitoring prospect trends, etc.).
 - Describe how you maintain your renewal program.
 - Describe how you assist with generating traffic to the building (social media presence, marketing, etc.).
 - Explain how you work with your property manager and assistant property manager to maintain the overall operation and effectiveness of the leasing office.
 - Explain how you have been planning the resident events in “normal” times (Pre-COVID), as well as during the COVID-19 pandemic.
 - Describe how you have adapted, as well as how you have helped your team adapt, to the COVID-19 pandemic.
 - Describe how your leasing approach has changed with the onset of COVID-19. Include any tools you have implemented for your team’s processes as well as any ideas or creative strategies.

JUDGING CRITERIA FOR THIS CATEGORY

- Level of entrant’s policy expertise
- Market knowledge & awareness
- Resident retention & interaction
- Entrant’s impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant’s ideas and solutions to problems
- Expertise & professionalism of entrant

LEASING PROFESSIONAL, LOW-RISE/GARDEN

This category is **only for leasing professionals** that **spend 80% or more of their time leasing apartments**.

The Leasing Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 15, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Give an example of your leasing successes, either in increasing your closing ratios, or in increasing the net effectiveness of your lease rent. Include reports that demonstrate your closing ratios & other results.
 - Explain your role and what impact you make in assisting the management team.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are in terms of results and retention?
 - Identify an objection that you must overcome on a regular basis and describe how you overcome it.
 - Describe how you keep up to date on the sub-market & comparable properties and identify how often you visit comparable properties.
 - Share how you impact resident satisfaction, providing examples to back it up.
 - Define & describe what makes you successful at customer service and leasing.
 - Share any professional development programs you have participated in (including Fair Housing, continuing education, licenses, and designations).
 - Describe how your leasing approach has changed with the onset of Covid-19. Include any tools you have used to keep up with your leasing process as well as any ideas or creative strategies that you have implemented.

JUDGING CRITERIA FOR THIS CATEGORY

- Quantitative reports of leasing results (including closing ratios)
- Entrant's knowledge of their product & ability to overcome objections
- Market knowledge & awareness
- Resident retention & interaction
- Entrant's impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant's ideas and solutions to problems
- Expertise & professionalism of entrant

LEASING PROFESSIONAL, MID-RISE/HI-RISE

This category is **only for leasing professionals** that **spend 80% or more of their time leasing apartments**.

The Leasing Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Wednesday, February 16, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Give an example of your leasing successes, either in increasing your closing ratios, or in increasing the net effectiveness of your lease rent. Include reports that demonstrate your closing ratios & other results.
 - Explain your role and what impact you make in assisting the management team.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are in terms of results and retention?
 - Identify an objection that you must overcome on a regular basis and describe how you overcome it.
 - Describe how you keep up to date on the sub-market & comparable properties and identify how often you visit comparable properties.
 - Share how you impact resident satisfaction, providing examples to back it up.
 - Define & describe what makes you successful at customer service and leasing.
 - Share any professional development programs you have participated in (including Fair Housing, continuing education, licenses, and designations).
 - Describe how your leasing approach has changed with the onset of Covid-19. Include any tools you have used to keep up with your leasing process as well as any ideas or creative strategies that you have implemented.

JUDGING CRITERIA FOR THIS CATEGORY

- Quantitative reports of leasing results (including closing ratios)
- Entrant's knowledge of their product & ability to overcome objections
- Market knowledge & awareness
- Resident retention & interaction
- Entrant's impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant's ideas and solutions to problems
- Expertise & professionalism of entrant

LEASING PROFESSIONAL, VINTAGE

This category is **only for leasing professionals** that **spend 80% or more of their time leasing apartments**.

The Leasing Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by **VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA)** via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 15, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). **MAKE-UP DAYS/TIMES WILL NOT BE OFFERED**, so be sure that the entrant has availability the day this category is judged **PRIOR** to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Give an example of your leasing successes, either in increasing your closing ratios, or in increasing the net effectiveness of your lease rent. Include reports that demonstrate your closing ratios & other results.
 - Explain your role and what impact you make in assisting the management team.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are in terms of results and retention?
 - Identify an objection that you must overcome on a regular basis and describe how you overcome it.
 - Describe how you keep up to date on the sub-market & comparable properties and identify how often you visit comparable properties.
 - Share how you impact resident satisfaction, providing examples to back it up.
 - Define & describe what makes you successful at customer service and leasing.
 - Share any professional development programs you have participated in (including Fair Housing, continuing education, licenses, and designations).
 - Describe how your leasing approach has changed with the onset of Covid-19. Include any tools you have used to keep up with your leasing process as well as any ideas or creative strategies that you have implemented.

JUDGING CRITERIA FOR THIS CATEGORY

- Quantitative reports of leasing results (including closing ratios)
- Entrant's knowledge of their product & ability to overcome objections
- Market knowledge & awareness
- Resident retention & interaction
- Entrant's impact on the team
- Training/education programs, including Fair Housing, continuing education, licenses & designations
- Creativity & innovation of entrant's ideas and solutions to problems
- Expertise & professionalism of entrant

MAINTENANCE PROFESSIONAL, LOW-RISE/GARDEN

This category is for maintenance professionals (including janitorial professionals) that **complete work orders and act as a support to the chief engineer/maintenance supervisor**.

The Maintenance Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe your position's job responsibilities.
 - Describe your role in the property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Provide an example of a time when you supported your Chief Engineer/Maintenance Supervisor. What was the impact and result of your involvement?
 - Describe your role in resident satisfaction, providing examples/surveys & survey results/reports to back up your description.
 - Explain the steps you take to ensure apartment turnovers are completed in a timely fashion and to the highest quality standards. Include reports on apartment turnovers, work orders, etc.
 - Provide details on any continuing education you have completed to improve your expertise/grow professionally.
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe your approach to work orders, and (again), include work order reports
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.
 - Give examples of obstacles you had to overcome when dealing with general operational duties as amenity spaces were re-opened.
 - Give an example of one way you went above and beyond the call of duty for a resident or fellow employee.

JUDGING CRITERIA FOR THIS CATEGORY

- Communication with, and support of, Chief Engineer/Maintenance Supervisor
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Resident satisfaction and retention surveys/results
- Participation of/role within preventative maintenance program
- Work order per month completion
- Expertise & presentation of entrant

MAINTENANCE PROFESSIONAL, MID-RISE/HI-RISE

This category is for maintenance professionals (including janitorial professionals) that **complete work orders and act as a support to the chief engineer/maintenance supervisor**.

The Maintenance Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe your position's job responsibilities.
 - Describe your role in the property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Provide an example of a time when you supported your Chief Engineer/Maintenance Supervisor. What was the impact and result of your involvement?
 - Describe your role in resident satisfaction, providing examples/surveys & survey results/reports to back up your description.
 - Explain the steps you take to ensure apartment turnovers are completed in a timely fashion and to the highest quality standards. Include reports on apartment turnovers, work orders, etc.
 - Provide details on any continuing education you have completed to improve your expertise/grow professionally.
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe your approach to work orders, and (again), include work order reports.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.
 - Give examples of obstacles you had to overcome when dealing with general operational duties as amenity spaces were re-opened.
 - Give an example of one way you went above and beyond the call of duty for a resident or fellow employee.

JUDGING CRITERIA FOR THIS CATEGORY

- Communication with, and support of, Chief Engineer/Maintenance Supervisor
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Resident satisfaction and retention surveys/results
- Participation of/role within preventative maintenance program
- Work order per month completion
- Expertise & presentation of entrant

MAINTENANCE PROFESSIONAL, VINTAGE

This category is for maintenance professionals (including janitorial professionals) that **complete work orders and act as a support to the chief engineer/maintenance supervisor.**

The Maintenance Professional categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe your position's job responsibilities.
 - Describe your role in the property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Provide an example of a time when you supported your Chief Engineer/Maintenance Supervisor. What was the impact and result of your involvement?
 - Describe your role in resident satisfaction, providing examples/surveys & survey results/reports to back up your description.
 - Explain the steps you take to ensure apartment turnovers are completed in a timely fashion and to the highest quality standards. Include reports on apartment turnovers, work orders, etc.
 - Provide details on any continuing education you have completed to improve your expertise/grow professionally.
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe your approach to work orders, and (again), include work order reports.
 - Describe creative ways you have engaged residents during the COVID-19 pandemic i.e. providing self-help tutorials for residents to service non-essential/minor work order tickets.
 - Give examples of obstacles you had to overcome when dealing with general operational duties as amenity spaces were re-opened.
 - Give an example of one way you went above and beyond the call of duty for a resident or fellow employee.

JUDGING CRITERIA FOR THIS CATEGORY

- Communication with, and support of, Chief Engineer/Maintenance Supervisor
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Resident satisfaction and retention surveys/results
- Participation of/role within preventative maintenance program
- Work order per month completion
- Expertise & presentation of entrant

MAINTENANCE TEAM, AFFORDABLE

The Maintenance Team categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs that feature the entering maintenance team, dressed professionally. Each picture should include all the maintenance team members that you would like to appear in the awards dinner presentation.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your team's role in assisting the Chief Engineer/Maintenance Supervisor in preparing/developing the budget (based on ownership goals).
 - Describe how your (maintenance) team works together to support each other, your property manager, and the rest of your on-site team regularly, providing examples to back up your points. Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.
 - Provide any specific examples of how your (maintenance) team works together in an emergency.
 - Describe your (maintenance) team's role in resident satisfaction & retention and include any resident satisfaction & retention reports/surveys & survey results, etc., that support your description.
 - Identify the services that are performed in-house (by property staff), as well as those that are contracted out. Provide the reasoning behind these decisions (what's contracted out vs handled in-house).
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Include your timeframes as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe how your team overcame challenges in 2021 to ensure your property operations were not interrupted.
 - How did you band together as a team to pivot your operations and adapt to the 'new normal'? i.e. pandemic related, looting, increased crime, etc.? Describe new efficiencies gleaned from the process.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Implementation of cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including Chief Engineer, management, etc., and regional manager (if applicable)
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Impact on resident satisfaction surveys and resident retention
- Creativity & innovation of entrant's (team's) ideas and solutions to problems
- Expertise & presentation of entrant (team)

MAINTENANCE TEAM, LOW-RISE/GARDEN

The Maintenance Team categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS that feature the entering maintenance team, dressed professionally. Each picture should include all the maintenance team members that you would like to appear in the awards dinner presentation.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your team's role in assisting the Chief Engineer/Maintenance Supervisor in preparing/developing the budget (based on ownership goals).
 - Describe how your (maintenance) team works together to support each other, your property manager, and the rest of your on-site team regularly, providing examples to back up your points. Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.
 - Provide any specific examples of how your (maintenance) team works together in an emergency.
 - Describe your (maintenance) team's role in resident satisfaction & retention and include any resident satisfaction & retention reports/surveys & survey results, etc., that support your description.
 - Identify the services that are performed in-house (by property staff), as well as those that are contracted out. Provide the reasoning behind these decisions (what's contracted out vs handled in-house).
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Include your timeframes as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe how your team overcame challenges in 2021 to ensure your property operations were not interrupted.
 - How did you band together as a team to pivot your operations and adapt to the 'new normal'? i.e. pandemic related, looting, increased crime, etc.? Describe new efficiencies gleaned from the process.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Implementation of cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including Chief Engineer, management, etc., and regional manager (if applicable)
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Impact on resident satisfaction surveys and resident retention
- Creativity & innovation of entrant's (team's) ideas and solutions to problems
- Expertise & presentation of entrant (team)

MAINTENANCE TEAM, MID-RISE/HI-RISE

The Maintenance Team categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs that feature the entering maintenance team, dressed professionally. Each picture should include all the maintenance team members that you would like to appear in the awards dinner presentation.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your team's role in assisting the Chief Engineer/Maintenance Supervisor in preparing/developing the budget (based on ownership goals).
 - Describe how your (maintenance) team works together to support each other, your property manager, and the rest of your on-site team regularly, providing examples to back up your points. Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.
 - Provide any specific examples of how your (maintenance) team works together in an emergency.
 - Describe your (maintenance) team's role in resident satisfaction & retention and include any resident satisfaction & retention reports/surveys & survey results, etc., that support your description.
 - Identify the services that are performed in-house (by property staff), as well as those that are contracted out. Provide the reasoning behind these decisions (what's contracted out vs handled in-house).
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Include your timeframes as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, etc.
 - Describe how your team overcame challenges in 2021 to ensure your property operations were not interrupted.
 - How did you band together as a team to pivot your operations and adapt to the 'new normal'? i.e. pandemic related, looting, increased crime, etc.? Describe new efficiencies gleaned from the process.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Implementation of cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including Chief Engineer, management, etc., and regional manager (if applicable)
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Impact on resident satisfaction surveys and resident retention
- Creativity & innovation of entrant's (team's) ideas and solutions to problems
- Expertise & presentation of entrant (team)

MAINTENANCE TEAM, VINTAGE

The Maintenance Team categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs that feature the entering maintenance team, dressed professionally. Each picture should include all the maintenance team members that you would like to appear in the awards dinner presentation.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Explain your team's role in assisting the Chief Engineer/Maintenance Supervisor in preparing/developing the budget (based on ownership goals).
 - Describe how your (maintenance) team works together to support each other, your property manager, and the rest of your on-site team regularly, providing examples to back up your points. Ideas include cost savings programs, green initiatives, preventative maintenance programs, creative processes to streamline efficiency, etc.
 - Provide any specific examples of how your (maintenance) team works together in an emergency.
 - Describe your (maintenance) team's role in resident satisfaction & retention and include any resident satisfaction & retention reports/surveys & survey results, etc., that support your description.
 - Identify the services that are performed in-house (by property staff), as well as those that are contracted out. Provide the reasoning behind these decisions (what's contracted out vs handled in-house).
 - Describe your property's preventative maintenance program, its effect on the overall operations of the property and how it benefits your property overall (successes).
 - Include your timeframes as well as what is completed in what timeframes (i.e. major mechanical, unit inspections/pm's, project planning, financial/green practices, etc.).
 - Share how you work to maintain a standard of excellence in curb appeal, unit turns, cleanliness, work order satisfaction, e Describe how your team overcame challenges in 2021 to ensure your property operations were not interrupted.
 - How did you band together as a team to pivot your operations and adapt to the 'new normal'? i.e. pandemic related, looting, increased crime, etc.? Describe new efficiencies gleaned from the process.

JUDGING CRITERIA FOR THIS CATEGORY

- Assistance with achievement of owner's financial & performance goals for the property
- Implementation of cost savings programs or initiatives implemented
- Written preventative maintenance schedule and execution
- Communication with on-site team, including Chief Engineer, management, etc., and regional manager (if applicable)
- Knowledge & maintenance of equipment
- Process of apartment preparation
- Impact on resident satisfaction surveys and resident retention
- Creativity & innovation of entrant's (team's) ideas and solutions to problems
- Expertise & presentation of entrant (team)

MODEL, ONE BEDROOM/ONE BEDROOM DEN, ABOVE \$30,000

This category is for **properties that have spent *more than* \$30,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

MODEL, ONE BEDROOM/ONE BEDROOM DEN, BELOW \$30,000

This category is for **properties that have spent less than \$30,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

MODEL, STUDIO/EFFICIENCY/CONVERTIBLE, ABOVE \$20,000

This category is for **properties that have spent *more than* \$20,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

MODEL, STUDIO/EFFICIENCY/CONVERTIBLE, BELOW \$20,000

This category is for **properties that have spent less than \$20,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

MODEL, TWO/THREE BEDROOM, ABOVE \$40,000

This category is for **properties that have spent *more than* \$40,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

MODEL, TWO/THREE BEDROOM, BELOW \$40,000

This category is for **properties that have spent less than \$40,000** to set up their model. **When calculating the cost of your model, only include what was spent on merchandise** such as furnishings. Please **do not include any money spent to change finishes as with a renovation.**

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its model to be an “entry partner” (for an additional fee). A few examples of vendor companies that a could invite to be their entry partner include furniture rental companies, interior design firms, and sign companies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of your property’s model.**
- **1 PDF that contains a narrative on your model and covers the subject matter of each of the judging criteria for this category, in 4 pages or less.**
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that showcases your property's model.**

JUDGING CRITERIA FOR THIS CATEGORY

- Innovative approach to use of space
- Functional layout of model
- Model’s appeal to property’s target market
- Model’s overall design

ON-SITE MANAGER, AFFORDABLE

The On-Site Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA) via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 22, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). MAKE-UP DAYS/TIMES WILL NOT BE OFFERED, so be sure that the entrant has availability the day this category is judged PRIOR to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - What is your role in preparing/developing the budget (based on ownership goals)? How do you manage to meet the budget expectations?
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are? Have you consistently met your occupancy goal?
 - Describe the community (neighborhood) outreach programs you do, and what the benefits of those programs are.
 - Share how you empower and coach your team-and identify if any of your current or past employees have been promoted. Please also provide examples of how you cross-train your team, as well as the kind(s) of education/training you do for your team (including Fair Housing, continuing education, licenses, designations, etc.).
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question and describe how you delegate & track them (the tasks).
 - Share a "story of your success" from your time as a manager (topic ideas: collections, resident satisfaction, streamlining a procedure, etc.).
 - Describe how you work with the Chief Engineer/Maintenance Supervisor to create a property cleaning schedule/program and maintain your property's curb appeal.
 - Give examples of cost saving measures you implemented to impact your bottom line during COVID-19.
 - Share "Your Story" of leading your essential team during COVID-19. How were you able to pivot your operations to a remote work force and how were you able to adapt your operations as you re-opened your community? Share your successes.
 - Share examples of ways you communicated to your residents on a daily, weekly, and monthly timeframe.
 - How and what did you communicate to your followers on social media?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Achievement of occupancy goal
- Maintenance reports/schedules
- Program/schedule for property cleaning and curb appeal
- Effectiveness of marketing programs
- Community (neighborhood) involvement
- Resident satisfaction & retention programs
- Staff education/training, including Fair Housing, and development/promotions
- Creativity & innovations of entrant's ideas overall
- Entrant's ability to problem- solve
- Expertise & professionalism of entrant

ON-SITE MANAGER, LOW-RISE/GARDEN

The On-Site Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA) via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 22, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). MAKE-UP DAYS/TIMES WILL NOT BE OFFERED, so be sure that the entrant has availability the day this category is judged PRIOR to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - What is your role in preparing/developing the budget (based on ownership goals)? How do you manage to meet the budget expectations?
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are? Have you consistently met your occupancy goal?
 - Describe the community (neighborhood) outreach programs you do, and what the benefits of those programs are.
 - Share how you empower and coach your team-and identify if any of your current or past employees have been promoted. Please also provide examples of how you cross-train your team, as well as the kind(s) of education/training you do for your team (including Fair Housing, continuing education, licenses, designations, etc.).
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question and describe how you delegate & track them (the tasks).
 - Share a "story of your success" from your time as a manager (topic ideas: collections, resident satisfaction, streamlining a procedure, etc.).
 - Describe how you work with the Chief Engineer/Maintenance Supervisor to create a property cleaning schedule/program and maintain your property's curb appeal.
 - Give examples of cost saving measures you implemented to impact your bottom line during COVID-19.
 - Share "Your Story" of leading your essential team during COVID-19. How were you able to pivot your operations to a remote work force and how were you able to adapt your operations as you re-opened your community? Share your successes.
 - Share examples of ways you communicated to your residents on a daily, weekly, and monthly timeframe.
 - How and what did you communicate to your followers on social media?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Achievement of occupancy goal
- Maintenance reports/schedules
- Program/schedule for property cleaning and curb appeal
- Effectiveness of marketing programs
- Community (neighborhood) involvement
- Resident satisfaction & retention programs
- Staff education/training, including Fair Housing, and development/promotions
- Creativity & innovations of entrant's ideas overall
- Entrant's ability to problem- solve
- Expertise & professionalism of entrant

ON-SITE MANAGER, MID-RISE/HI-RISE

The On-Site Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA) via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 22, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). MAKE-UP DAYS/TIMES WILL NOT BE OFFERED, so be sure that the entrant has availability the day this category is judged PRIOR to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - What is your role in preparing/developing the budget (based on ownership goals)? How do you manage to meet the budget expectations?
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are? Have you consistently met your occupancy goal?
 - Describe the community (neighborhood) outreach programs you do, and what the benefits of those programs are.
 - Share how you empower and coach your team-and identify if any of your current or past employees have been promoted. Please also provide examples of how you cross-train your team, as well as the kind(s) of education/training you do for your team (including Fair Housing, continuing education, licenses, designations, etc.).
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question and describe how you delegate & track them (the tasks).
 - Share a "story of your success" from your time as a manager (topic ideas: collections, resident satisfaction, streamlining a procedure, etc.).
 - Describe how you work with the Chief Engineer/Maintenance Supervisor to create a property cleaning schedule/program and maintain your property's curb appeal.
 - Give examples of cost saving measures you implemented to impact your bottom line during COVID-19.
 - Share "Your Story" of leading your essential team during COVID-19. How were you able to pivot your operations to a remote work force and how were you able to adapt your operations as you re-opened your community? Share your successes.
 - Share examples of ways you communicated to your residents on a daily, weekly, and monthly timeframe.
 - How and what did you communicate to your followers on social media?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Achievement of occupancy goal
- Maintenance reports/schedules
- Program/schedule for property cleaning and curb appeal
- Effectiveness of marketing programs
- Community (neighborhood) involvement
- Resident satisfaction & retention programs
- Staff education/training, including Fair Housing, and development/promotions
- Creativity & innovations of entrant's ideas overall
- Entrant's ability to problem- solve
- Expertise & professionalism of entrant

ON-SITE MANAGER, VINTAGE

The On-Site Manager categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged by VIRTUAL INTERVIEW (USING YOUR WEBCAM OR SMARTPHONE CAMERA) via Zoom.

DATE(S) CATEGORY WILL BE JUDGED: Tuesday, February 22, 2022

Entrants will be assigned an interview time between 8:00 a.m. – 5:00 p.m. on this day (the timeframe will vary based on the number of entrants in the category). MAKE-UP DAYS/TIMES WILL NOT BE OFFERED, so be sure that the entrant has availability the day this category is judged PRIOR to entering.

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - What is your role in preparing/developing the budget (based on ownership goals)? How do you manage to meet the budget expectations?
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention. What do you believe the benefits of these programs are? Have you consistently met your occupancy goal?
 - Describe the community (neighborhood) outreach programs you do, and what the benefits of those programs are.
 - Share how you empower and coach your team-and identify if any of your current or past employees have been promoted. Please also provide examples of how you cross-train your team, as well as the kind(s) of education/training you do for your team (including Fair Housing, continuing education, licenses, designations, etc.).
 - Do you have a list of weekly or monthly tasks that you delegate to team members? Please answer this question and describe how you delegate & track them (the tasks).
 - Share a "story of your success" from your time as a manager (topic ideas: collections, resident satisfaction, streamlining a procedure, etc.).
 - Describe how you work with the Chief Engineer/Maintenance Supervisor to create a property cleaning schedule/program and maintain your property's curb appeal.
 - Give examples of cost saving measures you implemented to impact your bottom line during COVID-19.
 - Share "Your Story" of leading your essential team during COVID-19. How were you able to pivot your operations to a remote work force and how were you able to adapt your operations as you re-opened your community? Share your successes.
 - Share examples of ways you communicated to your residents on a daily, weekly, and monthly timeframe.
 - How and what did you communicate to your followers on social media?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Achievement of occupancy goal
- Maintenance reports/schedules
- Program/schedule for property cleaning and curb appeal
- Effectiveness of marketing programs
- Community (neighborhood) involvement
- Resident satisfaction & retention programs
- Staff education/training, including Fair Housing, and development/promotions
- Creativity & innovations of entrant's ideas overall
- Entrant's ability to problem- solve
- Expertise & professionalism of entrant

PROPERTY EXCELLENCE, BUILT BETWEEN 1969-1996, LOW-RISE/GARDEN

The Property Excellence categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022). Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Based on your current financials, how are you meeting (or exceeding) your property's (1) revenue & occupancy, (2) expenses, and (3) overall net operating income (NOI)? Provide examples to back up all three parts of your answer during the onsite visit (do not attach financials with entry materials).
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Identify & describe the reason for your success at maintaining property appearance, cleanliness, curb appeal, etc. (i.e. inspection schedule, etc.).
 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, BUILT BETWEEN 1969-1996, MID-RISE/HI-RISE

The Property Excellence categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022). Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
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 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, BUILT BETWEEN 1997-2013, LOW-RISE/GARDEN

The Property Excellence categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022). Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Based on your current financials, how are you meeting (or exceeding) your property's (1) revenue & occupancy, (2) expenses, and (3) overall net operating income (NOI)? Provide examples to back up all three parts of your answer during the onsite visit (do not attach financials with entry materials).
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Identify & describe the reason for your success at maintaining property appearance, cleanliness, curb appeal, etc. (i.e. inspection schedule, etc.).
 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, BUILT BETWEEN 1997-2013, MID-RISE/HI-RISE

The Property Excellence categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022). Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
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 - Identify & describe the reason for your success at maintaining property appearance, cleanliness, curb appeal, etc. (i.e. inspection schedule, etc.).
 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, BUILT BETWEEN 2014-2020, LOW-RISE/GARDEN

The Property Excellence categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 -25, 2022).

Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
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 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, BUILT BETWEEN 2014-2020, MID-RISE/HI-RISE

The Property Excellence categories are split by building type. **BE SURE to review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category).

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022). Judges that are assigned to properties entered this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
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 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

PROPERTY EXCELLENCE, VINTAGE (BUILT IN, OR BEFORE, 1968)

The Property Excellence categories are split by building type. **BE SURE** to **review the building type definitions** in this document to make sure you're entering the correct category, **and to review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with to be an "entry partner" (for an additional fee). Examples of vendor companies that a property could invite to be their entry partner include architecture firms, development firms, design firms, and landscaping companies.

METHOD OF JUDGING: This category is judged on-site (at the property entered in this category.)

DATE(S) CATEGORY WILL BE JUDGED: Any time during scheduled judging weeks (February 14 – 25, 2022.) Judges that are assigned to properties entered in this category are charged with contacting the property managers directly (after the judges receive their assignments).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS of the property's exterior (each picture showing the property as if you are looking at it from the curb).**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Based on your current financials, how are you meeting (or exceeding) your property's (1) revenue & occupancy, (2) expenses, and (3) overall net operating income (NOI)? Provide examples to back up all three parts of your answer during the onsite visit (do not attach financials with entry materials).
 - Explain your preventative maintenance program, its effectiveness on the overall operations of the property, and how it benefits your property/asset overall (successes).
 - Identify & describe the reason for your success at maintaining property appearance, cleanliness, curb appeal, etc. (i.e. inspection schedule, etc.).
 - Provide key statistics, such as: closing rate, retention rate, occupancy rate, rent growth, etc.
 - Explain your marketing program and its effectiveness on (1) increased traffic, (2) retention, and (3) renewals.
 - Describe your social media program and how you track (or gauge) the success of it. Back up your points with documentation wherever available/possible.
 - Describe the programs and/or services you have developed/utilized on-site to ensure your residents' satisfaction and resident retention (can include virtual programs). What do you believe the benefits of these programs are?

JUDGING CRITERIA FOR THIS CATEGORY

- Achievement of owner's financial & performance goals for the property
- Condition of exterior overall (including curb appeal & maintenance)
- Landscaping
- Condition of interior overall (including cleanliness)
- Model apartment condition & design
- Major mechanical systems (regular & preventative maintenance)
- Unit maintenance programs & average unit turn time
- Effectiveness of marketing programs (including advertising, outreach, & social media, and how they are evaluated)
- Effectiveness of both corporate & community (neighborhood) outreach programs
- Resident satisfaction programs, including any survey programs to measure success

RENOVATION, EXTERIOR, ABOVE \$1,000,000

This category is for **properties that have spent over \$1,000,000 on renovating their property's exterior** (outside).

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its renovation to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, interior design firms, general contractors, and product/service providers and/or installers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **4 (TOTAL) JPEGs:**
 - **2 BEFORE photos** (from before the renovation) with “before” included in the photo’s filename
 - **2 AFTER photos** (from after the renovation) with “after” included in the photo’s filename
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Why did your company decide to take on this renovation? Is there a specific outcome that your company was hoping to achieve?
 - Describe the scope of work of the project in detail. Additionally, include a detailed timeline of the renovation.
 - Outline the budget for the renovation and the cost of the renovation. Be sure to state if the renovation met or exceeded the budget.
 - Describe what was accomplished by the renovation (including the return on the investment).
 - Finally, include two (2) “before” and two (2) “after” photos within the PDF (the other photos requested are for the awards dinner only).
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that features the exteriors (outside areas) of the property that were renovated.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall return on investment of renovation
- Achievement of the goal of the renovation (within its budget)
- Cost effectiveness of the renovation
- Well-implemented, timely/organized plan for the renovation
- Consistent use & appeal of materials (is the interior fresh, materials well-coordinated, etc.) in the renovated space(s)

RENOVATION, EXTERIOR, BELOW \$1,000,000

This category is for **properties that have spent *under* \$1,000,000 on renovating their property's exterior** (outside).

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its renovation to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, interior design firms, general contractors, and product/service providers and/or installers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **4 (TOTAL) JPEGs:**
 - **2 BEFORE photos** (from before the renovation) with “before” included in the photo’s filename
 - **2 AFTER photos** (from after the renovation) with “after” included in the photo’s filename
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Why did your company decide to take on this renovation? Is there a specific outcome that your company was hoping to achieve?
 - Describe the scope of work of the project in detail. Additionally, include a detailed timeline of the renovation.
 - Outline the budget for the renovation and the cost of the renovation. Be sure to state if the renovation met or exceeded the budget.
 - Describe what was accomplished by the renovation (including the return on the investment).
 - Finally, include two (2) “before” and two (2) “after” photos within the PDF (the other photos requested are for the awards dinner only).
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that features the exteriors (outside areas) of the property that were renovated.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall return on investment of renovation
- Achievement of the goal of the renovation (within its budget)
- Cost effectiveness of the renovation
- Well-implemented, timely/organized plan for the renovation
- Consistent use & appeal of materials (is the interior fresh, materials well-coordinated, etc.) in the renovated space(s)

RENOVATION, INTERIOR, ABOVE \$500,000

This category is for **properties that have spent over \$500,000 on renovating their interior *common areas***.

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its renovation to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, interior design firms, general contractors, and product/service providers and/or installers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **4 (TOTAL) JPEGs:**
 - **2 BEFORE photos** (from before the renovation) **with “before” included in the photo’s filename**
 - **2 AFTER photos** (from after the renovation) **with “after” included in the photo’s filename**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Why did your company decide to take on this renovation? Is there a specific outcome that your company was hoping to achieve?
 - Describe the scope of work of the project in detail. Additionally, include a detailed timeline of the renovation.
 - Outline the budget for the renovation and the cost of the renovation. Be sure to state if the renovation met or exceeded the budget.
 - Describe what was accomplished by the renovation (including the return on the investment).
 - Finally, include two (2) “before” and two (2) “after” photos within the PDF (the other photos requested are for the awards dinner only).
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that features the interior (inside) common areas of the property that were renovated.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall return on investment of renovation
- Achievement of the goal of the renovation (within its budget)
- Cost effectiveness of the renovation
- Well-implemented, timely/organized plan for the renovation
- Consistent use & appeal of materials (is the interior fresh, materials well-coordinated, etc.) in the renovated space(s)

RENOVATION, INTERIOR, BELOW \$500,000

This category is for **properties that have spent *under* \$500,000 on renovating their interior *common areas*.**

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its renovation to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, interior design firms, general contractors, and product/service providers and/or installers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **4 (TOTAL) JPEGS:**
 - **2 BEFORE photos** (from before the renovation) **with “before” included in the photo’s filename**
 - **2 AFTER photos** (from after the renovation) **with “after” included in the photo’s filename**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Why did your company decide to take on this renovation? Is there a specific outcome that your company was hoping to achieve?
 - Describe the scope of work of the project in detail. Additionally, include a detailed timeline of the renovation.
 - Outline the budget for the renovation and the cost of the renovation. Be sure to state if the renovation met or exceeded the budget.
 - Describe what was accomplished by the renovation (including the return on the investment).
 - Finally, include two (2) “before” and two (2) “after” photos within the PDF (the other photos requested are for the awards dinner only).
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that features the interior (inside) common areas of the property that were renovated.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall return on investment of renovation
- Achievement of the goal of the renovation (within its budget)
- Cost effectiveness of the renovation
- Well-implemented, timely/organized plan for the renovation
- Consistent use & appeal of materials (is the interior fresh, materials well-coordinated, etc.) in the renovated space(s)

RENOVATION, UNIT

This category is for **properties that have renovated their units**. For the purposes of judging, properties that enter this category **may only feature a single unit in the video** that all entrants are required to submit as a part of their materials for judges to review.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on its renovation to be an “entry partner” (for an additional fee). Examples of supplier/vendor companies that a property could invite to be their entry partner include architecture firms, interior design firms, general contractors, and product/service providers and/or installers.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **4 (TOTAL) JPEGs:**
 - **2 BEFORE photos** (from before the renovation) with “before” included in the photo’s filename
 - **2 AFTER photos** (from after the renovation) with “after” included in the photo’s filename
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Why did your company decide to take on this renovation? Is there a specific outcome that your company was hoping to achieve?
 - Describe the scope of work of the project in detail. Additionally, include a detailed timeline of the renovation.
 - Outline the budget for the renovation and the cost of the renovation. Be sure to state if the renovation met or exceeded the budget.
 - Describe what was accomplished by the renovation (including the return on the investment).
 - Finally, include two (2) “before” and two (2) “after” photos within the PDF (the other photos requested are for the awards dinner only).
- **A YouTube video (CREATED & EDITED BY PROPERTY STAFF-NOT CREATED AND/OR EDITED BY PROFESSIONALS) that is between 3 to 5 minutes long, and that features one (single) unit of the property that was renovated.**

JUDGING CRITERIA FOR THIS CATEGORY

- Overall return on investment of renovation
- Achievement of the goal of the renovation (within its budget)
- Cost effectiveness of the renovation
- Well-implemented, timely/organized plan for the renovation
- Consistent use & appeal of materials (is the interior fresh, materials well-coordinated, etc.) in the renovated space(s)

RESIDENT RELATIONS & RETENTION INITIATIVE OR PROGRAM

This category is for **the events, initiatives, themes and/or programs (can include virtual), and technology that your property has conducted or implemented specifically for your residents.** Examples of these include seasonal decorations/themes in your clubroom, social events, and services you offer to capitalize on your property's amenity areas. If you would like to enter a community service-related initiative (the initiative or event to support an outside philanthropy), please enter "Community Service-Property." **Community service-related initiatives should NOT enter this category.**

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that it collaborated with on a resident relations/resident retention initiative or program (such as a restaurant or a transportation company or local grocer) to be an "entry partner" (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS from your resident initiative/program.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Identify & describe your initiatives/program(s) in detail, including resident participation and any associated budgets and actual costs.
 - Why did you choose this, and how was it executed?
 - How has the initiative/program affected your retention/renewals?
 - What have you seen as a result of the program (what was the outcome)?
 - Include a minimum of 2 resident testimonials within the PDF.
 - Finally, include any materials used to promote the program (i.e. event flyers, invitations, etc.), photos from the program and copies of any local press attention the initiative/program received (i.e. newspaper articles, etc.) within the PDF.

JUDGING CRITERIA FOR THIS CATEGORY

- Description of initiative/program's concept
- Creativity of the concept of the initiative/program
- Achievement of purpose of initiative/program
- Resident participation in initiative/program

ROOKIE ASSOCIATE PROFESSIONAL

This category is for **professionals** that have been **hired by an associate (vendor/supplier)** who are new to the industry and have been in their position less than one year.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Provide the date the rookie was hired.
 - What makes this rookie stand apart? How does this rookie go above & beyond their job responsibilities/job description?
 - How does this rookie contribute to the overall success of the company?
 - Provide examples of any instances where the rookie demonstrated outstanding financial/cost-saving service (such as in customer satisfaction, company operations, etc.).
 - How does this rookie's efforts translate into greater service for the company's clients?
 - How has the rookie impacted team performance and/or satisfaction? Provide at least 1 example to support your answer.
 - How did you successfully onboard in your role during COVID-19 when the industry had modified their standard operations?

JUDGING CRITERIA FOR THIS CATEGORY

- Rookie's level of service to customers
- Rookie's financial/cost-saving service
- Rookie's contributions above & beyond job responsibilities
- Rookie's impact on team performance or satisfaction

ROOKIE PROPERTY PROFESSIONAL

This category is for **site-level (property-level) professionals** that have been hired by a management company who are new to the industry and have been in their position less than one year.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs of the entrant professionally dressed; should be the ONLY person shown in the photo**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 20 pages or less:**
 - Provide the date the rookie was hired.
 - What makes this rookie stand apart? How does this rookie go above & beyond their job responsibilities/job description?
 - How does this rookie contribute to the overall success of the company?
 - Provide examples of any instances where the rookie demonstrated outstanding financial/cost-saving service (such as in customer satisfaction, company operations, closing ratios, etc.).
 - How does this rookie's efforts translate into greater service for the property's residents?
 - How has the rookie impacted team performance and/or satisfaction? Provide at least 1 example to support your answer.

JUDGING CRITERIA FOR THIS CATEGORY

- Rookie's level of service to customers
- Rookie's financial/cost-saving service
- Rookie's contributions above & beyond job responsibilities
- Rookie's impact on team performance or satisfaction

SOCIAL MEDIA PROGRAM, CORPORATE

This category asks **management companies (only management companies)** to provide & submit information on **1 or more of the social media platforms** (i.e. Facebook, Twitter, Instagram) that their company uses, and **they feel reflects their best work. The number of platforms** the management company can cover in its materials is **only limited to the number of platforms it uses.**

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company may invite a supplier/vendor that it collaborated with on its social media program to be an “entry partner” (for an additional fee). A few examples of vendor companies that a management company (“the entrant”) could invite to be their “entry partner” include: marketing firms, graphic designers, and advertising agencies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs** that each feature a single screenshot from one of your company’s social media platforms (that you have entered).
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **10 pages or less:**
 - Identify the social media platforms from your company that you will cover in your entry. Provide screenshots from, and the website addresses for, all platforms that you identify (as the other pictures requested are only for the awards dinner).
 - Share why you selected the platforms that you use, the frequency of updates on those platforms, and who handles/is responsible for those updates.
 - Describe how COVID-19 has impacted your social media strategy, and what creative/innovative ideas you have implemented to continue to gain traction across social media platforms?
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome (including growth in # of followers, interaction/engagement, costs compared to budget, etc.).

JUDGING CRITERIA FOR THIS CATEGORY

- Program concept
- Content and creativity of program
- Design of program’s layout
- Graphic element design (images, illustrations, photos, graphics) across program
- Clarity and consistency of message across program
- Achievement of purpose of program
- Flexibility and innovation in light of the COVID-19 pandemic

SOCIAL MEDIA PROGRAM, PROPERTY

This category asks **properties** to provide & submit information on **1 or more of the *property's* social media platforms** (i.e. Facebook, Twitter, Instagram) that **their property uses**, and **feels it reflects their best work**. The **number of platforms** the property can cover in its entry materials is **only limited to the number of platforms it uses**.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on its social media program to be an “entry partner” (for an additional fee). A few examples of supplier/vendor companies that a property could invite to be their entry partner include marketing firms, graphic designers, and advertising agencies.

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA’s awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS** that each feature a single screenshot from one of your property’s social media platforms (that you have entered).
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **10 pages or less**:
 - Identify the social media platforms from your property that you will cover in your entry. Provide screenshots from, and the website addresses for, all platforms that you identify (as the other pictures requested are only for the awards dinner).
 - Share why you selected the platforms that you use, the frequency of updates on those platforms, and who handles/is responsible for those updates.
 - Describe how COVID-19 has impacted your social media strategy, and what creative/innovative ideas you have implemented to continue to gain traction across social media platforms?
 - Identify who your target market was.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome (including growth in # of followers, interaction/engagement, costs compared to budget, etc.).

JUDGING CRITERIA FOR THIS CATEGORY

- Program concept
- Content and creativity of program
- Design of program’s layout
- Graphic element design (images, illustrations, photos, graphics) across program
- Clarity and consistency of message across program
- Achievement of purpose of program
- Flexibility and innovation in light of the COVID-19 pandemic

WEBSITE, ASSOCIATE COMPANY

This category is only for **CAA member** associate (supplier/vendor) company websites. This category is **not** for property and/or management company websites **designed by** associate companies.

BE SURE to **review the rules** at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, an associate/supplier company may invite a company that collaborated with it on its website (the associate company's website) as an "entry partner" (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants **WILL NOT BE CONTACTED BY JUDGES** and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGS** that each feature a single screenshot from your company's website.
- **1 PDF** that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in **4 pages or less**:
 - Provide the website address of your (associate) company's website.
 - Identify who your market was.
 - Describe the changes that you have made to your website due to COVID-19 to provide a better user experience for clients, prospects, and general visitors?
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome (including if you saw any growth of traffic as a result).
 - Include (within the PDF, as other pictures requested are only for the awards dinner): screenshots of the website for judges, which will act as supplements to the website address you provide.

JUDGING CRITERIA FOR THIS CATEGORY

- Concept of website
- Website's content
- Design and creativity of website's layout
- Graphic element design (images, illustrations, photos, graphics) of website
- Clarity and consistency of message of website
- Achievement of purpose of website
- Flexibility and innovation in light of the COVID-19 pandemic

WEBSITE, CORPORATE

This category is **only for management company websites**. **BE SURE** to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a management company may invite a supplier/vendor company that collaborated with it on its website (the management company's website) as an "entry partner" (for an additional fee).

METHOD OF JUDGING: This category is judged **ONLINE** via OpenWater (CAA's awards software program).

DATE(S) CATEGORY WILL BE JUDGED: Entrants WILL NOT BE CONTACTED BY JUDGES and do not need to set up an interview for judging. The materials entrants submit (see below) will be what the judges review and score in OpenWater (online).

MATERIALS ENTRANT IS REQUIRED TO COMPILE & SUBMIT FOR THIS CATEGORY

- **2 JPEGs that each feature a single screenshot from your company's website.**
- **1 PDF that addresses each of the following bullet points (& provides documentation/reports/surveys/etc. to back up and/or support your entry) in 4 pages or less:**
 - Provide the website address of your management company's website.
 - Identify who your target market was.
 - Describe the changes that you have made to your website due to COVID-19 to provide a better user experience for clients, prospects, and general visitors.
 - Identify what your objectives were.
 - Describe the steps you took to reach that market & meet those objectives.
 - Describe how you evaluated/measured how you reached your market & objectives.
 - Describe the outcome (including if you saw any growth of traffic as a result).
 - Include (within the PDF, as other pictures requested are for the awards dinner only): screenshots of the website for judges, which will act as supplements to the website address you provide.

JUDGING CRITERIA FOR THIS CATEGORY

- Concept of website
- Website's content
- Design and creativity of website's layout
- Graphic element design (images, illustrations, photos, graphics) of website
- Clarity and consistency of message of website
- Achievement of purpose of website
- Flexibility and innovation in light of the COVID-19 pandemic

WEBSITE, PROPERTY

This category is **only for websites that feature a *single* property (no more than 1 property may be featured on the website)**-there is a separate category for management company sites that feature multiple properties).

BE SURE to review the rules at the front of the guide **before you enter and before you submit your materials** for your entry.

ENTRY PARTNERS WELCOME: In this category, a property may invite a supplier/vendor company that collaborated with it on its website (the property's website) as an "entry partner" (for an additional fee).

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